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**CONFIDENTIAL  
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DATE SENT: October 3, 2003

**DELIVER TO:**

Name: Examiner Andre Jackson

Company: U.S. Patent and Trademark Office

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FROM: Ramraj Soundararajan

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**Notes:**

In re Application of: Kraft et al.

Serial No.: 09/768,458

Group Art Unit: 3677

Filed: 1/25/2001

Examiner: Andre L. Jackson

Title: Enhancing Sales for Service Providers by Utilizing an Opportunistic Approach  
Based on an Unexpected Change in Schedule of Services (time, location)

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